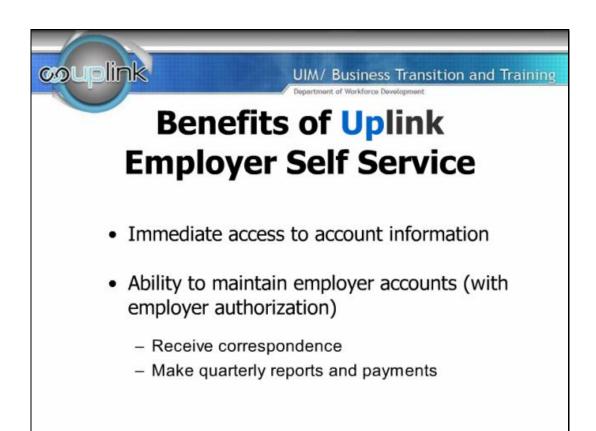


Welcome to the Uplink Employer Self Service tutorial for new agent registration. If you are an agent and need to register with the Department of Workforce Development this tutorial has helpful information for you.



Uplink ESS provides you with immediate 24/7 access to your account. With proper authorization from your employer clients you may receive benefits or tax correspondence on their behalf. In addition, they may authorize you to assist in maintaining their account information, filing quarterly reports, and making payments.



This is the logon screen for accessing Uplink Employer Self-Service. By providing a username and password, you can gain access to your account to review and update your information. If you are a new user, click the 'New User' button, or the link on the navigation pane, to start the account creation process. The *Important Information* section at the top right portion of the screen will provide you with information about the kinds of activities you can complete when using Uplink Employer Self-Service. You will return to this screen again after logging out of Uplink.

Uplink Helpful Hints ~ If you've forgotten your username or password, buttons are 'up front and center' to help you get answers. You can also click the '?Help' button at the top right of the screen for more information.



You will reach this screen when you click the 'New User' button on the Logon screen. On this screen you are asked to register as a UI (unemployment insurance) Employer or as an Agent. You are asked to make your selection from the drop-down box choices using the list arrow. Click on the 'Yes' button if you have never had an Uplink User ID but have an existing DWD account number.

Uplink Helpful Hints ~ If you see an underlined word or phrase on the screen you can click on that text to access the Help system and learn more about that item.



If you are registering as an agent, as you indicated on the new user screen, this is the screen you will see. You are asked to provide your user account information here. Don't forget to check the 'I accept the User Agreement' box before clicking on the 'Next' button. Both employers and agents can register in Uplink. This screen and the following one will provide information for those registering as an agent.

Uplink Helpful Hints ~ You are encouraged to print all confirmation pages for your records.



This is the agent new user account confirmation screen. You should print this screen for your records by using the 'Print' button at the top right of the screen. After clicking on the 'Next' button you will return to the Uplink logon screen where you can enter your logon and password and enter the system to complete your registration process.



When registering as an Agent with DWD you must provide contact information, including your email address. Registering as an agent allows you to be included on the list employers will access to select an agent to assist with their account correspondence or maintenance. Please note that your agent number is not the same as your State Unemployment Tax Act (SUTA) account number.



Following completion of the agent registration process you will see this confirmation screen.

Uplink Helpful Hints ~ Registering as an agent allows your name to be included on the list employers access to select an agent for their account.



This is your agent home page. You will need to contact your employers to advise them you have registered with DWD and are now on the list of agents which are available to be selected by employers. Following authorization from your employers, you will see your employer accounts listed on this page and may select an account to work with. You will also have screens available to allow you to access the Profile Maintenance and User Maintenance screens to update information. These menu items are located on the navigation bar on the left side of the screen.



Thank you for viewing this informational tutorial on Uplink Employer Self Service, New Agent Registration. If you experience any difficulties or have additional questions you may contact the DWD Call Center at 1-800-891-6499.